

IN THE UNITED STATES DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICE

*By Express Mail Receipt EL485896516US on February 17, 2000*

Serial No.:	To be assigned	)	
Continuation of Serial No.:	08/962,912	)	
Previous Group Art Unit:	2761	)	
Previous Examiner:	F. Poinvil	)	<b>PATENT</b>
Inventor:	Fulton, <u>et al.</u>	)	
Title:	COMMUNICATIONS NETWORK INTERFACE FOR USER FRIENDLY INTERACTIVE ACCESS TO ONLINE SERVICES (As Amended)	)	
Attorney Docket No.:	258100/87183	)	

The Honorable Assistant Commissioner for Patents  
Box PATENT APPLICATION  
Washington, D.C. 20231

**PRELIMINARY AMENDMENT**

Dear Sir:

This is a preliminary amendment to a continuation of pending patent application serial number 08/962,912, which is a continuation of patent application serial number 08/254,146, now abandoned. Applicant submits that the following amendments and remarks place the application in condition for allowance. Entry of the amendment and allowance of the application are respectfully requested.

- A. In the drawings, please delete Figures 17-283.
- B. In the specification, please make the following amendments:

On Page 1, before the paragraph entitled "FIELD OF THE INVENTION" please insert the following:

--CROSS REFERENCE TO RELATED APPLICATIONS

This application is a continuation of application serial number 08/962/912, which is a continuation of application serial number 08/254,146, now abandoned.--

On Page 1, please delete the full paragraph following the heading entitled "REFERENCE TO APPENDIX" beginning on page 1 and substitute therefore the following:

-- A listing of the source code included in grandparent application serial number 08/254,146 is incorporated herein by reference as if set out in full.--

On Page 7.1, please delete the entire page.

On Page 14, line 26, please delete "Preferred embodiments of".

On Page 15, please delete lines 1-7.

On Page 15, line 10, please delete "With reference to Figures 17-36, the" and insert therefore --The--.

On Page 16, please delete lines 3-5 beginning with "The program..." and ending with "... in Figures 37-100."

On Page 22, please delete lines 7-9 beginning with "The program flow chart..." and ending with "... Figures 101-145."

On Page 26, please delete lines 13-15 beginning with "The program flow..." and ending with "... Figures 146-193."

On Page 27, lines 11-12, please delete "with reference to the touch screen features shown in Appendix E".

On Page 30, lines 9-12, please delete "The program flow chart and display screens

associated with the travel function are respectively included in Figures 194-240.”

On Page 31, line 24, please delete “With reference to Figures 241-283, it may be understood that the” and insert therefore --The--.

On Page 32, lines 2-5, please delete “The program flow chart and display screens associated with the flowers and gifts function are respectively included in Figures 241-283.”

On Page 49, please delete the entire page.

Please insert the following section on a separate page after the claims:

**--ABSTRACT**

A method of obtaining goods or services, accessing an account, obtaining information, or conducting a transaction at a remote location via a programmed user terminal that interacts with a service provider computer through an intermediate service platform. The user terminal has a screen display of informational menus which provides access through connection indicia to the goods, services, information, or transactions offered by the service providers, and provides an option to communicate with a representative of the service provider by voice or TDD through the service platform by terminating the menu display on the terminal screen when the direct connection between the user and the representative of the service provider is initiated.--

**C. In the Claims:**

**1. Please cancel claims 52-59.**

**2. Please add the following claims 60-63:**

60. A method for facilitating transaction processing over a communications network utilizing a visually perceptible screen display, said method comprising: